



EGRESS SWITCH USER GUIDE

Den Sociale Retshjælps Fond

Stage One: Opening a Switch Secure Email- New User

As an Egress Switch Secure Email recipient, you can read secure messages and access encrypted files quickly and easily. You are not required to download or install any software to read a Switch Secure Email, although desktop and mobile apps can be downloaded free of charge from www.egress.com.

As a first-time user, you will need to create a Switch account. This is a one-time process that only takes a few minutes to complete. If you already have a Switch account, you can progress to Stage Two.

1. Click on the [read this secure email](#) link within the notification email you received.



Click to [read this secure email](#) online.

This free service is provided by Den Sociale Retshjælps Fond and enables you to communicate securely.

If you have Egress installed, simply open the attachment.

Regular user? [Download](#) our free desktop or mobile apps.

Having problems accessing the email? [Click Here](#) or call us at Den Sociale Retshjælps fond on 70 22 93 30 for further assistance.

2. In the web browser that opens, select the [New User?](#) Or [Register for free](#) link to create your Switch account.

The screenshot shows the Switch secure data exchange login page. At the top is the Switch logo with the tagline 'secure data exchange'. Below the logo, there is a message: 'To access the secure message LB-160212-110255 please sign in with your Switch ID.' It also states: 'If you do not have a Switch ID, [create it for free](#). This will only take a minute and will be required once.' There are two input fields: 'Switch ID:' with the text 'user@example.com' and 'Password:'. Below the password field is a checkbox labeled 'Remember my Switch ID'. At the bottom right is an orange 'Sign In' button.

The screenshot shows a menu with three options: 'New User?' with the subtext 'Create a Switch account. It's free.', 'Forgot Your Password?' with the subtext 'Reset your Switch password.', and 'What is Switch?' with the subtext 'Learn more about Switch.'

The screenshot shows the Egress Web Access welcome page. At the top right is an icon of an envelope with a padlock. The main heading is 'Welcome to Egress Web Access'. Below it is the text: 'You have received a secure message'. Further down, it says: 'This secure message (I-181211-150615) was sent to you using Egress Web Access. To access the message, please either register for free as a new user or sign in to your account.' At the bottom, there are two large buttons: an orange 'Sign In' button with a key icon and a green 'Register for free' button with a group of people icon.

3. Enter your details in the window that opens. You must use the email address that the Switch Secure Email was sent to open the message.

Sign Up

1 Please enter your details below to create a new Egress Switch user account.

Email (Switch ID):*

First name:* **If you have received a secure message, use the email address where you received it as your ID.**

Last name:*

Phone number:

We will not contact you unless you forget your password and security questions

Email me about product updates and services from Egress

Create a password to access the account. Use the dropdown menus to select suitable security questions and specify answers to them. Please note, the answers to your security questions will be used in the event that you need to reset your password.

2 Choose a strong password to protect your identity.

Password:*

Confirm password:*

Minimum 8 characters, with at least 1 lower case and either 1 upper case / number

Question #1:

Answer #1:*

Question #2:

Answer #2:*

I have read and agree with the [Egress Privacy Statement](#)

An activation code will be sent to the email address you used to register for your Switch account. If you do not receive your activation code within 5 minutes, please check your Junk or Spam folder.

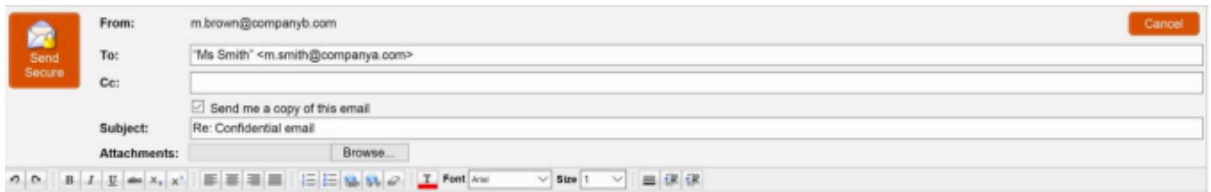
4. Copy the code into the Activation code field and select [Submit Activation Code](#).

Activation code:*

5. A new window will open once you have completed the sign-up process. Select Read your message now to view the secure message.

Stage Two: Reading and replying to a Switch Secure Email

1. Once you have registered for a Switch account, you can access Switch Secure Emails by selecting the [read this secure email](#) link displayed in the notification email.
2. Enter your credentials into the web browser that opens and select Sign in.
3. Once registered or signed in, you can access the secure email and any attachments. In addition to the message body and attachments, you will also be able to see:
 - The sender's details
 - The date and time the secure email was sent
 - The subject line
4. To reply to a secure email, click [Reply](#) or [Reply All](#) as appropriate. Compose your response, add attachments and other recipients if required, and select Send.



Stage Three: Accessing large files

You can use Switch Secure Email to send and receive large files securely. There is a 500MB limit for large files sent or received to/from the FCA. With any other accounts, this limit might be of only up to 50 MB. If you receive a Switch Secure Email containing file attachments:

1. Select the link in the notification email.
2. Enter your credentials into your web browser and select Sign In.
3. In the opened Switch Secure Package, you will see two buttons:
 - Open Online: This opens the package in Switch Web Reader. You will see the attached files listed beneath the sender's details.
 - Download: This downloads the encrypted '. switch' message (you need [to download the Switch Client software](#) to use this option). Select an attachment and then select the download button to download it to your computer